



MEMORANDUM

TO: Health Care Commission
Duane Goossen, Chair
Connie Hafenstine
Sandy Praeger
Nancy Ruoff
John Staton

FROM: Doug Farmer

DATE: March 5, 2009

SUBJECT: **Open Enrollment Surveys**

Over the last two years, the State Employee Health Plan has worked with an outside vendor on enhancing the open enrollment materials available to educate members on their health benefit choices. The last open enrollment offered members: open enrollment books, CDs (active only), postcards, and online benefit comparisons. Surveys of active state employees, non state entities employees, and direct bill participants were developed to obtain feedback from the members related to open enrollment. Copies of the surveys for each of these groups are attached. The surveys for active and non state employees will be conducted online. The surveys were e-mailed to the human resources offices and non state group points of contact to complete. For the direct bill population, 510 employees were selected and were sent paper surveys. Links for all three surveys are also available on the KHPA website so that anyone who wishes to provide feedback will have an opportunity to do so. At this time, we estimate the surveys will be available for six weeks.

Once we have reviewed the responses, we will provide the survey information to the Health Care Commission. At that time, we will ask for the Commission's preference regarding 2010 open enrollment materials.